

Attachment F: Advance Package Call Document, Advance Letter, Advance Frequently Asked Questions, Associations' Letter of Support, NSRCF Brochure, and Confidentiality Brochure

Advance Package Call Document

- OPEN FACESHEET.
- GO TO ORIGINAL PRELOADS TAB AND REVIEW DATA.
- GO TO FACILITY & DIRECTOR TAB
- PLACE CALL.

VERIFY INFORMATION

- Hello, my name is _____. I have some information that I would like to mail to the director of PRELOAD FACILITY NAME. (IF VERY LARGE, LARGE OR MEDIUM: I would like to mail it to the director who pertains to assisted living.) May I please verify this person's name and title?
- I have the name of this home as _____. SPELL IF NECESSARY. Is this correct?
- I have the address as _____. Is this correct? Is there a separate mailing address you would like to give me?
- I have the director's name as _____. SPELL IF NECESSARY. Is this correct?
- What is the name of the director? VERIFY SPELLING.
- What is _____'s position?
- The number I called is PRELOAD PHONE NUMBER. Is this the correct number to reach _____? REPEAT TO VERIFY
- What is _____'s email address? SPELL ALOUD TO VERIFY.
- Thank you. I will put this information in the mail in 2 business days. Have a good day. Good bye.

FAQS

- WHAT IS THIS (SHORT): This is a federally sponsored statistical study.
- WHAT IS THIS (LONG): I'm working on the National Survey of Residential Care Facilities, a study sponsored by the Centers for Disease Control and Prevention (CDC) and the National Center for Health Statistics.
- WHAT IS THE NSRCF: The National Survey of Residential Care Facilities is the first national study of assisted living and residential care places and their residents
- WHY ARE YOU CALLING: I would like to mail the director some materials and am calling to verify your mailing address.

IF DIRECTOR/KEY PERSON ASKS ABOUT CHAINS

- We have a packet of information about the survey which we have sent to many of the national and regional chains. I would be happy to send this information to a person within your organization. GO TO CHAINS TAB. IF PACKAGE ALREADY MAILED: According to our records, we have sent information to a NAME at ORGANIZATION. Would you still like us to mail this information?
- To whom should we mail this information?
- Thank you. This packet will be sent within 2 business days. As I mentioned before, I do have some information about the study which I would like to mail to the director of this facility, PRELOAD FACILITY NAME. (IF VERY LARGE, LARGE OR MEDIUM: I would like to mail it to the director who pertains to assisted living.) May I please verify **this** person's name and title?

IF PHONE IS ANSWERED BY VOICEMAIL:

- DO NOT LEAVE MESSAGE.
- MAKE A NOTE WHEN TO TRY AGAIN.

Advance Letter

Dear _____:

We are pleased to inform you that the first ever national study of assisted living and residential care will be conducted by The Centers for Disease Control and Prevention’s National Center for Health Statistics (NCHS). This study, the **National Survey of Residential Care Facilities (NSRCF)**, will include a representative sample of over 2,000 residential care places throughout the United States.

The purpose of the study is to develop a comprehensive understanding of the characteristics of assisted living and residential care communities and the needs of the residents they serve. NSRCF has received support from these national organizations:

- o American Association of Homes and Services for the Aging (AAHSA)
- o American Seniors Housing Association (ASHA)
- o Assisted Living Federation of America (ALFA)
- o Board and Care Quality Forum, and
- o National Center for Assisted Living (NCAL)

A representative of RTI International will contact you soon to arrange an appointment for a personal, on-site interview in the hopes that you will participate in this landmark study. Your participation in this national study is voluntary, but will assist greatly in helping further our nation’s understanding of assisted living and the needs of people served in these communities.

Data collected by NSRCF is authorized by Section 306 of the Public Health Service Act (Title 42, U.S. Code 242k). As required by federal law (section 308(d) of the Public Health Service Act in 42, U.S. Code, 242m(d) and the Confidential Information Protection and Statistical Efficiency Act Title 5 of PL 107-347), all information collected will be used only for statistical purposes and held in the strictest confidence. This study also conforms to the Privacy Rule as mandated by HIPAA, where disclosure of resident data is permitted for public health purposes. If you have any questions about your rights as a participant in this research study, call the Research Ethics Review Board at the National Center for Health Statistics toll-free at _____.

If you would like to learn more about this study, please call _____ extension _____. Leave a brief message with your name and phone number and say that you are calling about Protocol #_____. Your call will be returned as soon as possible.

Thank you in advance for your help with this important endeavor.

Sincerely,

Edward J. Sondik, Ph.D.
Director, National Center for Health Statistics

Advance Frequently Asked Questions

National Survey of Residential Care Facilities (NSRCF) Frequently Asked Questions

I'm asked to participate in studies all the time. What makes this one any different?

NSRCF is a large national study that because of its size and design can provide information that is representative of all residential care facilities in the United States. The National Center for Health Statistics, the federal agency responsible for providing statistical information that guides actions and policies to improve the health of the American people, developed this survey collaboratively with several other government agencies: Office of the Assistant Secretary for Planning and Evaluation (DHHS), Department of Veteran Affairs, and Agency for Healthcare Research and Quality.

The survey is supported broadly by industry associations, including the American Association of Homes and Services for the Aging (AAHSA), the American Seniors Housing Association (ASHA), the Assisted Living Federation of America (ALFA), and the National Center for Assisted Living (NCAL) (see enclosed letter of support). **For more information, [website to be added].**_

What other residential care facilities are you going to visit?

This is a random national sample, and we do not release the names of these facilities to anyone. This is to protect individual facilities and the residents they serve.

Why can't some other facility take our place?

If you do not participate, the unique qualities of your facility will be lost. The survey will be used by Congress and decision makers who will formulate policy for the next decade. You represent other facilities like yours. If you do not participate, there is no guarantee that residential care facilities like yours will be adequately represented. We do not want industry decisions based on this survey to be made without all types of facilities, including those like yours, represented.

Will the data be held confidential?

NSRCF is authorized by Congress in Section 306 of the Public Health Service Act (42 USC 242K). All information collected in this survey will be held in strict confidence according to law [Section 308(d) of the Public Health Service Act (42 United States Code 242m (d) and the Confidential Information Protection and Statistical Efficiency Act (PL 107-347)]. No information collected in this survey may be used for any purpose other than the purpose for which it was collected. Aside from NCHS employees, the only parties that may receive your personal information are (1) NCHS contractor(s)—hired to conduct this survey and (2) our designated agents—persons who work under the supervision and control of NCHS.

These parties, who will use your information only for statistical research and the conduct of this survey, are bound by strong restrictions designed to guarantee your privacy. By law we may not release information that could identify your facility or residents to anyone else without your consent. If any federal employee or contractor gives out confidential information not authorized by law, he or she can be fired, fined, and/or imprisoned.

My staff is incredibly overworked right now. I need to know how much of their time will be required for this survey. How long will this take?

We will need about an hour with you or someone you designate to answer questions about your facility. We will also collect information about a small sample of current residents that will take approximately 20 minutes for each person sampled. The interviewer will accommodate the schedules of your staff to complete these tasks as quickly as possible.

Associations' Letter of Support



The National Survey of Residential Care Facilities (NSRCF) is the first ever federal study of residential care/assisted living communities designed to provide national information about these communities and their residents. In-person interviews will be conducted with directors and caregivers to provide information about services, staffing, and practices, and resident health, functional status, and payment sources. This information will help policy makers, health care planners, and residential care/assisted living providers better understand, plan for, and serve the future long-term care needs of the aging population. While data from this survey will be publicly available, all data will be confidential and aggregated, so that the names of the communities, respondents, and residents are not identifiable.



The study is being conducted by the National Center for Health Statistics (NCHS), an agency of the Centers for Disease Control and Prevention (CDC), and the Office of the Assistant Secretary for Planning and Evaluation (ASPE) in the Department of Health and Human Services (DHHS).



National data collection will be conducted in early 2010 following a pretest in September and October of 2008. About 2,250 communities will be interviewed for the national survey and 75 communities for the pretest.

The following organizations encourage your participation in this national research initiative:



- American Association of Homes and Services for the Aging (AAHSA)
- American Seniors Housing Association (ASHA)
- Assisted Living Federation of America (ALFA)
- National Center for Assisted Living/American Health Care Association (NCAL/AHCA)
- Board and Care Quality Forum (BCQF)

Board & Care Quality

F O R U M

A Publication of Raiser-Petrie & Associates

NSRCF Brochure

Intended uses of the data

The NSRCF is designed to provide national-level data that can be used by providers, consumers, policymakers, and researchers to:

- Describe residential care and assisted living communities and services.
- Describe functionality of residents, and
- Examine service level differences by community size and geographical region.

NSRCF partners

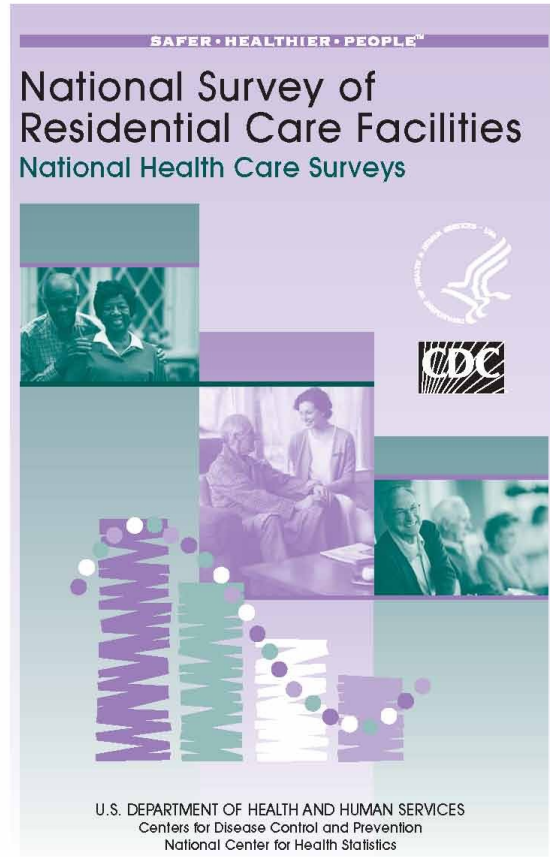
The NSRCF is an initiative of the Centers for Disease Control and Prevention's (CDC) NCHS in collaboration with the:

- Office of the Assistant Secretary for Planning and Evaluation, U.S. Department of Health and Human Services (HHS).
- Agency for Healthcare Research and Quality, HHS.
- CDC's National Center for Chronic Disease Prevention and Health Promotion, HHS, and
- U.S. Department of Veterans Affairs.

To learn more about the NSRCF

Call 301-458-4747,
or visit the NCHS website:
www.cdc.gov/nchs/nhcs.htm.

CS121078



Introduction

The National Survey of Residential Care Facilities (NSRCF) is a first time national data collection effort to gather information about the characteristics of residential care facilities, including assisted living residences, board and care homes, congregate care, enriched housing programs, homes for the aged, personal care homes, and shared housing establishments.

Importance

The number of people in the United States who need long-term care is expected to increase to 27 million in 2050. Although assisted living and residential care is an important and growing segment of the long-term care industry, there is an information gap about these communities and their residents. This study will provide for the first time a national picture of assisted living and residential care communities, the characteristics of the people who live in them, and the range of services received by residents. These data will help characterize how residential care and assisted living communities meet the needs of elders and adults with disabilities and help shape future long-term care policies.

Residential care and assisted living

Residential care and assisted living residences are known by different names in different states. To be eligible for this study, a residential care and assisted living residence should:

- Offer help with personal care such as bathing and dressing, or health-related services such as medication;
- Provide room and board with at least two meals a day;
- Provide around-the-clock onsite supervision;
- Serve an adult population; and
- Be licensed, registered, listed, certified, or otherwise regulated by a state.

Residences licensed to serve exclusively persons with mental illness, mental retardation, or developmental disabilities are ineligible.

Interview content and process

The NSRCF interviews will be conducted by RTI International. During the interviews, information will be collected on:

- Facility characteristics, such as physical structure and environment; types of services offered; types of staff employed; and policies on admission, retention, and discharged
- Resident characteristics, such as demographics, involvement in inside and outside activities, use of services, charges for care, health status, and cognitive and physical functioning.

Approximately 2,250 facilities—representative of all regulated residential care and assisted living providers with four or more beds in the United States—will be selected for the study. Within each residence, a random sample of residents will be selected depending on the number of beds. In-person interviews will be conducted with directors and caregivers, not with residents. Results from this study will be presented separately by bed size (4 to 10 beds, 11 to 25 beds, 26 to 100 beds, and 100 beds or more).

Confidentiality

The National Center for Health Statistics (NCHS) is required by law to maintain the confidentiality of data it collects about facilities and persons. All data that you provide will be kept in strict confidence and will be used only for statistical purposes. All information, publications, and data files will be released in such a way that no individual provider, staff, or resident can be identified. Any NCHS staff, contractor, or agent who willfully discloses confidential information may be subject to a jail term or a \$250,000 fine.

Confidentiality Brochure

Other safeguards for your privacy

- Any item that could be used, either directly or indirectly, to identify health care providers or their patients is removed from public-use data files. Names, addresses, dates of birth, dates of service, or location of the health care establishment are never released to the public.
- NCHS withholds statistical totals if they represent a location so small that the numbers might identify someone.
- Information security procedures, including use of coded passwords and physical security of computers, prevent unauthorized access to the data.
- No authority — not even law enforcement officials, the Internal Revenue Service, or the Immigration and Naturalization Service — may obtain identifiable information from NCHS without your permission. Your survey responses are also protected from the Freedom of Information Act as well as court subpoenas.

We believe that our procedures for safeguarding information and our record of protecting the privacy of respondents are reasons why so many providers readily participate and provide reliable, high quality information. As a result, ample representative and accurate statistical information on health care utilization is made available every year to the American public, health care providers, the U.S. Government, and the research community.

For further information

NCHS data are released in printed reports, CD-ROMs, and the NCHS home page on the World Wide Web.

For additional information about NCHS reports and other products, visit the NCHS home page at:

www.cdc.gov/nchs

or

for information about the National Health Care Survey reports and products, visit the NHCS home page at:

www.cdc.gov/nchs/nhcs

or contact:

Information Dissemination Staff
3311 Toledo Road, Room 5412
Hyattsville, MD 20782

For specific questions about how NCHS protects the information you provide, contact:

Aivan O. Zarate, Ph.D.
Confidentiality Officer, NCHS
3311 Toledo Road, Room 7116
Hyattsville, MD 20782

Telephone: (301) 458-4601
E-mail: azarate@cdc.gov

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How the National Health Care Survey Keeps Your Information

Strictly Confidential

National Ambulatory Medical Care Survey
National Home and Hospice Care Survey
National Home Health Aide Survey
National Hospital Ambulatory Medical Care Survey
National Hospital Discharge Survey
National Nursing Assistant Survey
National Nursing Home Survey
National Survey of Ambulatory Surgery
National Survey of Residential Care Facilities



U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
Centers for Disease Control and Prevention
National Center for Health Statistics